



TOM SULLIVAN
Customer Services
Managing Director

Sullivan oversees GPO's Customer Services business unit which consists of printing professionals located in Washington D.C. and a nationwide network of regional offices. Customer Services is dedicated to ensuring that GPO's customers' requirements are met with quality products and solutions provided in a timely, cost-effective, and professional manner.

Biography

Sullivan is a 35-year veteran of the GPO with extensive experience in GPO's customer services and print procurement operations. He worked in various positions within Print Procurement until 1981 when he took a staff position to focus on automation, regulation, policy, and new technology. He was responsible for the design and implementation of many of GPO's major legacy systems. In 1989 he assumed the role of staff director serving as the principal advisor to the Assistant Public Printer for Operations and Procurement. In this role he led a successful recruiting program at printing colleges throughout the nation, directed implementation of recycled paper requirements into GPO contracts, and managed several e-commerce efforts. He moved back into an operational role in 1991 as Superintendent of the Term Contracts Division. He oversaw the reorganization of Customer Services into its current customer-focused teams. In 2006 he assumed the role of Director of Major Acquisitions where he was responsible for large negotiated procurements including the 2010 Census program.

Sullivan holds a Bachelor of Science degree in Business Administration and Management from the University of Maryland.